

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 09/23/2022
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 34G037	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 09/23/2022
NAME OF PROVIDER OR SUPPLIER MALLARD LANE CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 142 MALLARD LANE ROCKINGHAM, NC 28379		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE	
W 000	INITIAL COMMENTS	W 000			
W 154	<p>A complaint survey was completed on 09/23/22 for intake#NC00192948. A deficiency is cited.</p> <p>STAFF TREATMENT OF CLIENTS CFR(s): 483.420(d)(3)</p> <p>The facility must have evidence that all alleged violations are thoroughly investigated. This STANDARD is not met as evidenced by: Based on record reviews and interviews, the facility failed to thoroughly investigate allegations of abuse and neglect for 1 of 1 audit clients (#1). The finding is:</p> <p>During observations in the home on 9/23/22 at 7:10am, client #1 was sitting in his wheelchair in the living room of the home. When the surveyor came into the home client #1 said, "Hi". Further observations revealed client #1 had a row of tape on his right outer thigh.</p> <p>During an interview on 9/23/22, Staff A reported client #1 just had the staples in his thigh removed yesterday. Staff A went on to say client #1's right femur was broken; but the staff did not know how it was broken.</p> <p>During an interview on 9/23/22, Staff B stated she was not aware how client #1's leg got broken, due to the fact she was not working when it happened.</p> <p>During an interview on 9/23/22, Staff C revealed she was working on the day in which client#1's right femur was broken. Staff C went on to state another staff person was who told her that he heard client #1's leg "pop" while he was trying to put a disposable brief on him. Further interview</p>	W 154			

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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W 154	<p>Continued From page 1</p> <p>revealed client #1 never seemed to be in any pain when it happened. Additional interview revealed she called the on-call person and then the nurse. Staff C stated the nurse told her to call 911, so that client #1 could be transported to a local hospital.</p> <p>Review on 9/23/22 of the facility's internal investigations revealed no investigations for an incident which occurred on 9/4/22.</p> <p>Review on 9/23/22 of the facility's policy on Reporting and Conducted Investigations revised 1/29/21 stated, "Investigations will be conducted following complaints received, for...any allegations of abuse, neglect...During an investigation, the protection of the person receiving services must be the number one priority. Any employee who is alleged to have injured..any person served may be placed on administrative leave...The following steps should be followed when conducting an investigation: d. DSS must be contacted within 24 hours. 3. All investigations soul be completed within five working days of initiation...At the close of the investigation packet that includes investigation summary, interviews, statements, suspension form and all other supporting documentation should be forwarded to the Quality Management and Human Resource Department of review."</p> <p>Review on 9/23/22 of the Incident Response Improvement System (IRIS) report stated, "Manager on-call notify the QP (Qualified Professional) on call that around 9:48pm staff from Mallard Ln group home called her to tell her they were calling EMS for [Client #1] that he may have a possible fractured or sprung leg. I was the QP on-call and made a call back to Mallard</p>	W 154			

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W 154	<p>Continued From page 2</p> <p>Ln group home and staff (Staff C) answered the phone. I asked her what has happened. She stated "I'm going to let you talk to the person working with him," I said ok, then a gentlemen got on the phone name [Staff D], I ask him who he was and he told me he was a DSP (Direct Support Professional) worker. I asked him to explain to me what happened. In his own words he stated, "I was getting [Client #1] out of the shower and putting his pull up on, I pushed up on his legs and [Client #1] pushed back and I heard a pop." [Client #1] was taken to the local hospital.</p> <p>During an interview on 9/23/22, client #1's guardian stated she was informed how his right femur was accidentally broken while staff was putting on his disposable brief. The guardian reported she spoke to the Syaff D involved and she stated that he heard client #1's leg make a popping sound and the Staff D's story has never changed. Further interview revealed when she was at the hospital, the social worker there told her the hospital was going to report the incident if she as the guardian did not; so the guardian called it in. The guardian also stated she has spoken to client #1's doctor to see if there is any type of medication he can start due to his brittle bones and also could clinet #1 get a bone density test. Additional interview revealed client #1's family did not have any concerns for his safety and well being.</p> <p>During an interview on 9/23/22, the Qualified Intellectual Disabilities Professional (QIDP) stated the staff who was putting on client 1's disposable brief heard a popping sound when he attempted to spread open his legs. Further interview revealed client #1 never yelled or cried out when it happened. The QIDP mentioned how after</p>	W 154			

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W 154	Continued From page 3 about 15 minutes his right thigh began to swell up and that is when the on-call person and the nurse was called. Additional interview revealed the surgeon told the family client #1's bones are like toothpaste and they were surprised this has not happened before. The Qualified Intellectual Disabilities Professional (QIDP) revealed an investigation was not conducted for an incident which occurred on 9/4/22.	W 154			